

VILLAGE OF SHABBONA
PO BOX 222, SHABBONA IL 60550
www.SHABBONA-IL.com

CLARIFICATION OF UTILITY BILLING

Utility Bills are sent out quarterly.

Utility Bills are due within 30 days, January 30, April 30, July 30, and October 30.

Utility Bills are due by 6pm on the 30th day after the quarter ends.

- 10% LATE FEE is added to current amount due after 6pm of 30th day
- **Payments not received by 6pm on the 45th day will be assessed a Delinquency Fee of \$50.00 and scheduled for shut off.**

The above schedule for Utility Payments is per the Village Ordinance. If a bill has not been received, Ordinance states that you are still responsible. Please contact the Village Treasurer for your bill, if you have not received it by the 10th of the month after quarter ends.

Please make sure your **correct mailing address** and a current **phone number** are on file with the Treasurer, in case there is a need to reach you.

PAYMENTS MAY BE MADE BY :

MAILING to Village of Shabbona
PO Box 222
Shabbona IL 60550

OR DROPPING OFF @ Library Bill Box
(if closed, place in Book Return)

Payment must reach the Village Mail Box by 6pm on the due date to avoid penalties.

PLEASE NOTE: The US Post Office in Shabbona, sends mail into the suburbs for cancellation, it is then returned to Shabbona and sorted into mail boxes. If you wait until the due date to pay, it **WILL NOT** reach the Village mail box for access by the Village Treasurer by 6pm of the due date. If this happens, you **will incur** the penalties. **PLEASE ALLOW 5 Days FOR DELIVERY per the Post Office.**

PAYMENT ON-LINE with your bank. The bank cuts a paper check and **MAILS to the Village.** If you do not allow for mailing you will most likely be late, and incur the penalty fees.

****By making your payment on line with PAYMENT SERVICE NETWORK** the Village can see real – time payments. Meaning once you submit, the date and time submitted are recorded and the Village can see that it is paid. Go to www.shabbona-il.com at the bottom to Pay Online.

FACTS TO NOTE REGARDING UTILITY RATES:

- 1) The infrastructure of our water and sewer systems must be maintained. Our budget is based on each UNIT paying at least a minimum utility charge twelve months of the year.
- 2) The garbage pickup contract does not allow us to change the number of pickups throughout the year. We are billed regardless of there being garbage out or not.

Units are billed the minimum, even when empty.

GARBAGE & RECYCLING PICK UP:

Garbage pickup is on Friday morning starting at 6am. Recycling must be in a container labeled RECYCLING. It can be a Rubbermaid tote, clearly labeled. If there should be a holiday during the week, pick up is on Saturday. Each Unit must pay for Garbage, unless the Board has approved the use of a dumpster.

If there is a circumstance that prevents you from paying your bill within 30 days, please contact Cindy Barnes, Village Treasurer, before the 30th day. A payment plan that will work for you and the Village Board, should be able to be worked out. Communication will help to avoid penalty fees.

WATER "TURNED OFF" will not be turned back on until the entire current amount due, including all penalty fees are paid. At this point payment must be in Cash or with a Money Order, to the Village Treasurer for deposit. Turn on will then be the following work day if after 3pm.

PAYMENT RESPONSIBILITY

Please be aware, that if the Tenant does not pay their water bill, **the Owner of Record is responsible** for the current amount due (Late Fees/Penalties included). The only way Owners can avoid penalties is to have the bill sent to them. The owner would then pay each bill and collect from their tenant.

NEW OWNERS

There is a \$50.00 per unit Administrative fee when Ownership Changes. Please be sure to contact the Village Treasurer, so that current contact information for you is on file (i.e. Mailing and Phone) also so that we can be sure to obtain a current reading if we have not done so.

CHANGE OF OCCUPANT

Please make sure when moving out that you notify the Village Treasurer. Otherwise, the bill will remain in your name, and you are responsible. We will take a reading upon move out date, if we are aware, in order to insure correct billing. Address for FINAL BILL needs to be provided.

New Occupant's should also contact the Village Treasurer upon move in, so that correct information is on file, and a current reading can be taken.

Units are billed the minimum, even when empty.

CHECKS RETURNED FOR NON SUFFICIENT FUNDS:

The Village Treasurer will try to reach you by phone, but regardless, water will be turned off on the following business day after your NSF check is returned, until total bill, and all fees are paid. Owner of Check will be notified by mail (if not reached by phone) that this has occurred and a \$35.00 Fee is charged. Also Late Fees if applicable.

UTILITY RATES as of 1/1/16

Minimum Utility Billing is \$55.01 per month or \$165.02 per quarter.

Garbage: 18.61 per month - \$55.83 per quarter.

Water – Minimum 8,000 gallons per quarter - \$ 33.45

Sewer –Minimum 8,000 gallons per quarter – \$ 41.88

Meter Maintenance is \$3.87/quarter

Debt Reduction - \$10.00/mos - \$30.00/quarter

Please feel free to call with questions. I do not have set hours, but work this position evenings, (as I work full time elsewhere), so when calling, leave a message and your phone number, and I will get back to you. Yes, you are calling my home.

**Village of Shabbona
Treasurer & Utility Billing
Cindy Barnes 815-824-2771**

**Maintenance Building 815-824-2127
Publics Works Operators
Randy Davis & Buddy Forrer**

**Village Board Members: Al Aspengren, Marc Cinnamon, Jamie Deutsch, Dan Nolan, Frank Ottengheime, John Rood
Mayor: Claudia Hicks**